

Troubleshooting

Problem	Possible Solution
Hard drive malfunction – screen locks up or goes blank	<div>1 Turn off the IPW computer processor, then turn it back on.</div> <div>2 If the operating system does not start up, refer to your computer manufacturer’s user manual.</div>
DLS System Software malfunction – screen locks up or closes down	<div>A system may appear to lock up due to orders being processed in the background. If this is not the case, do the following:</div> <div>1 Record any error messages that appear. Turn off the IPW computer processor, then turn it back on.</div> <div>2 If the DLS System Software does not start up, record any error messages that appear and note what function the software was performing when the problem occurred.</div> <div>3 Contact your service provider.</div>
Network disconnect – unable to upload orders to the Internet	<div>1 Make sure your Internet account is current.</div> <div>2 Make sure your hub, router, and modem connections are secure.</div> <div>3 If you are unable to re-establish the network connection, contact your Internet service provider.</div>
Network disconnect – unable to receive incoming orders from network devices such as KODAK Picture Preview Center	<div>1 Check for loose connections to the incoming network device.</div> <div>2 Make sure the incoming network device is turned on.</div> <div>3 Check to see if you are configured to receive network orders.</div> <div>4 If you are unable to re-establish the network connection, contact your service provider.</div>

Errors reported through the software

If the status icon is red or yellow, click the status icon, then click the inner tab icon showing a light other than green to view the errors in the appropriate status screen.

For more information, refer to the DLS System Software Help under “Troubleshooting.”

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Eastman Kodak Company
Rochester, NY 14650



KODAK DLS System Management Software 3.0 LA

System Startup

- Important: Perform the steps in the order listed.
- 1

Turn on the flatbed scanner and the other peripheral devices.
- 2

Turn on the film scanner. A 3-minute warm-up period is required before the film scanner scans film. A 30-minute warm-up period is recommended.
- 3

Switch the printer to Operation mode.
- 4

Turn on the IPW computer and monitor. The KODAK DLS System Management Software (DLS System Software) starts automatically.
- 5

Run Scanner Corrections (optional).
- Note:** For directions on running Scanner Corrections, see the DLS System Software Help.

System Shutdown

- Important: Perform the steps in the order listed.
- 1

Wait for processing orders to complete.
- 2

Run the printer Close Down Checks.
- 3

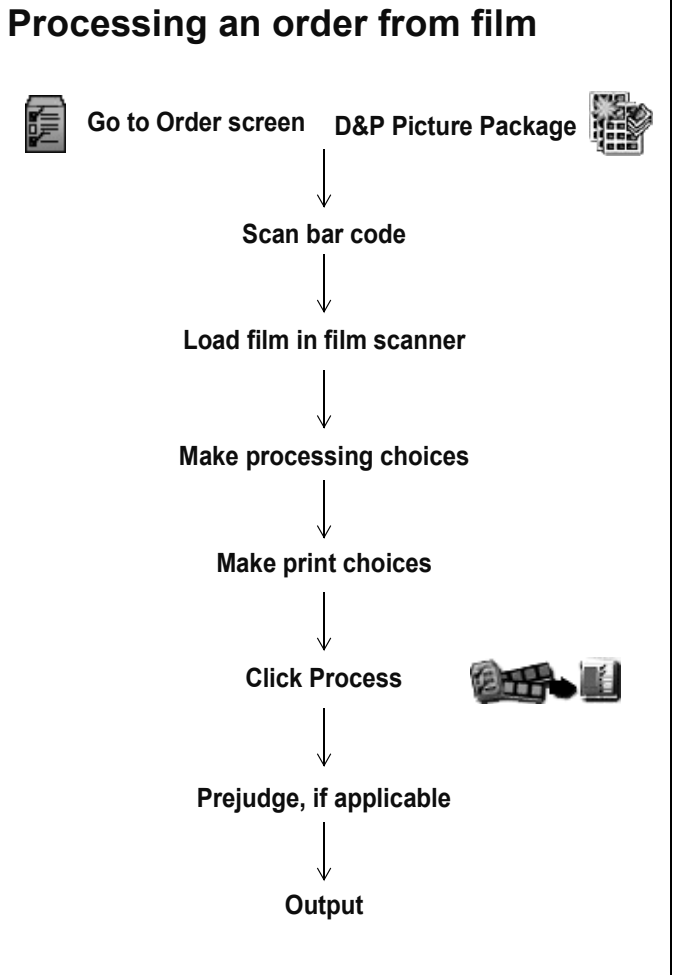
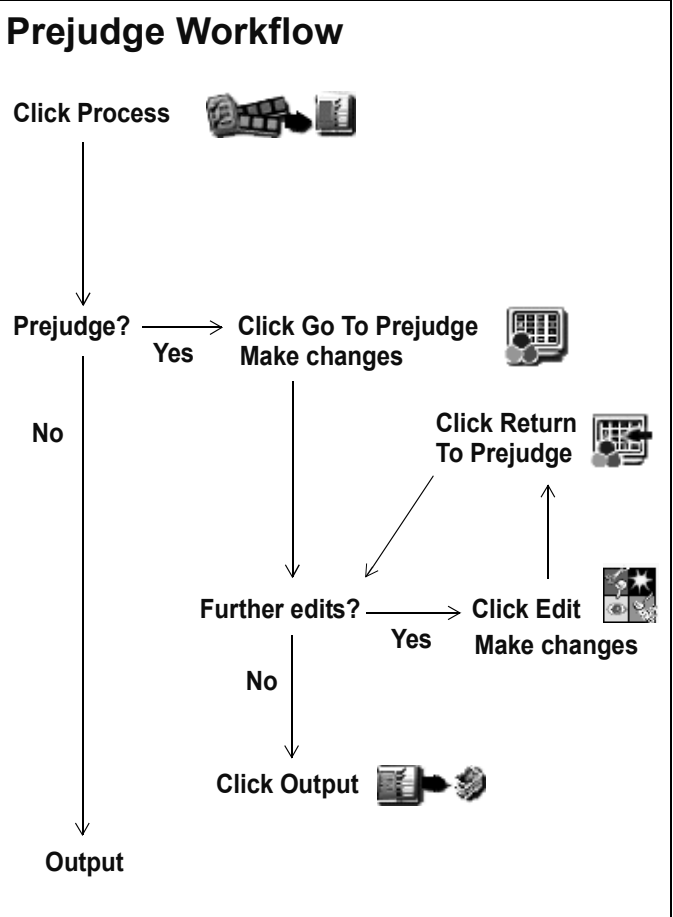
From the **File** menu, select **Shutdown**, and then click **OK**. The DLS System Software and the WINDOWS 2000 Operating System shut down.
- Note:** If orders are being processed when you select Shutdown, a dialog box appears. Delete the processing orders and proceed with the shutdown, or continue processing the orders (in this case the system is not shut down).
- 4

When the DLS System Software shuts down and the Restart button appears, turn off the IPW computer and monitor.
- 5

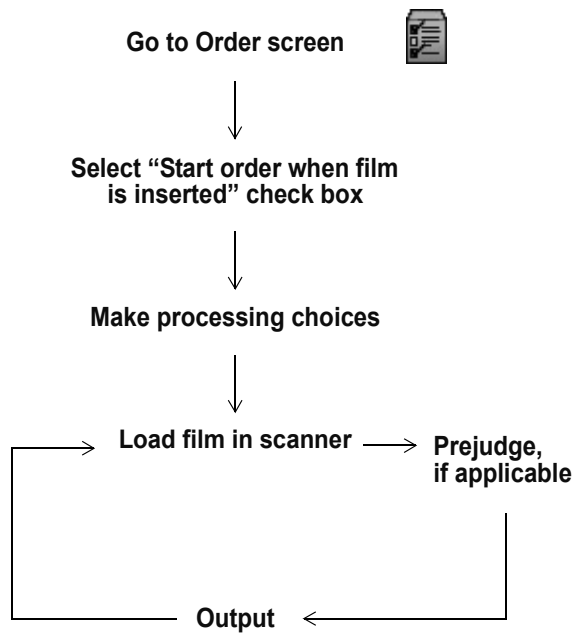
Turn off the flatbed scanner and the other peripheral devices.
- 6

Turn off the film scanner.
- Note:** Turning off the film scanner while the DLS System Software is shutting down can cause scanner failure during startup.
- 7

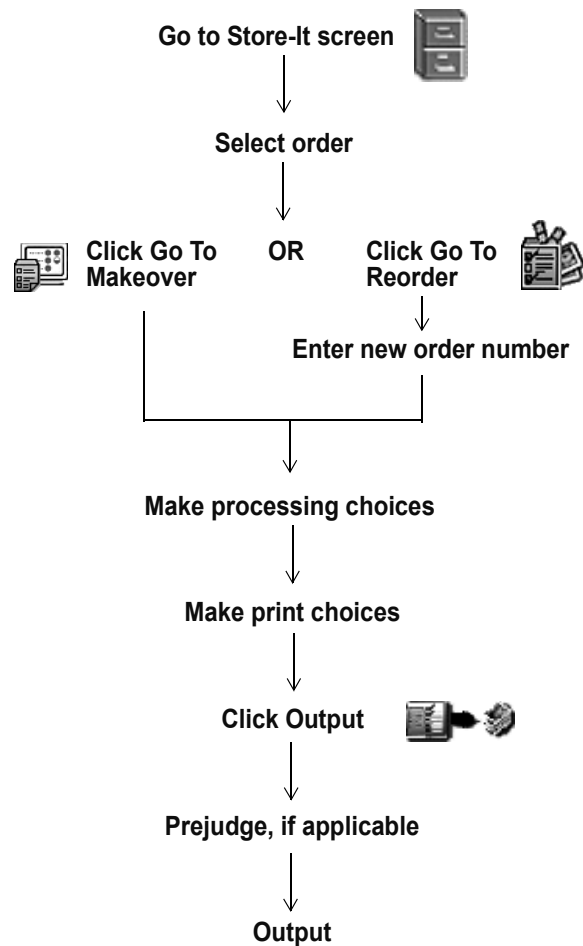
Install the manual gate in the film scanner to keep dust off the lens.



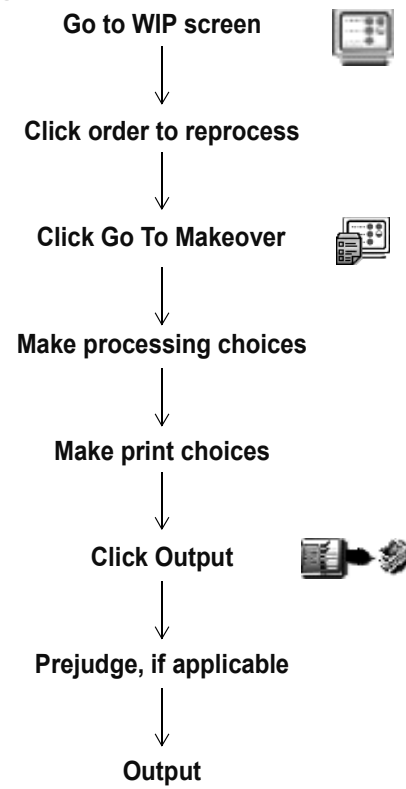
Automatically initiating orders
(automatic scanning)



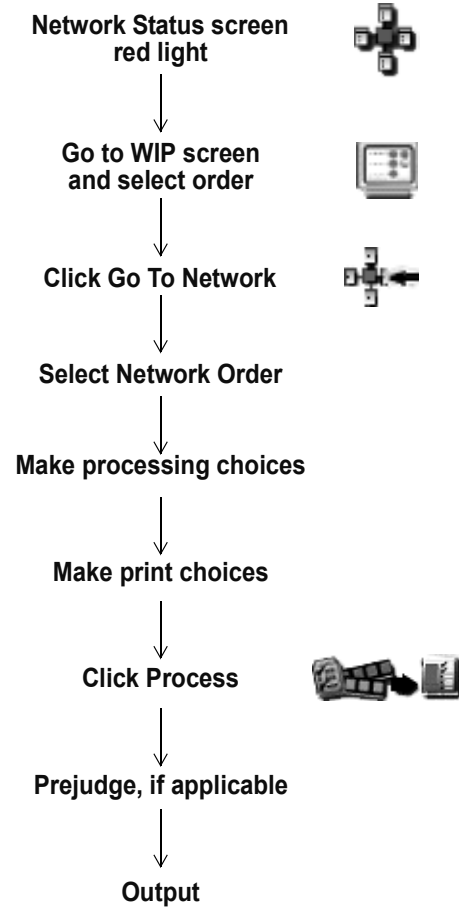
Processing an Order from the
KODAK DLS Store-It System



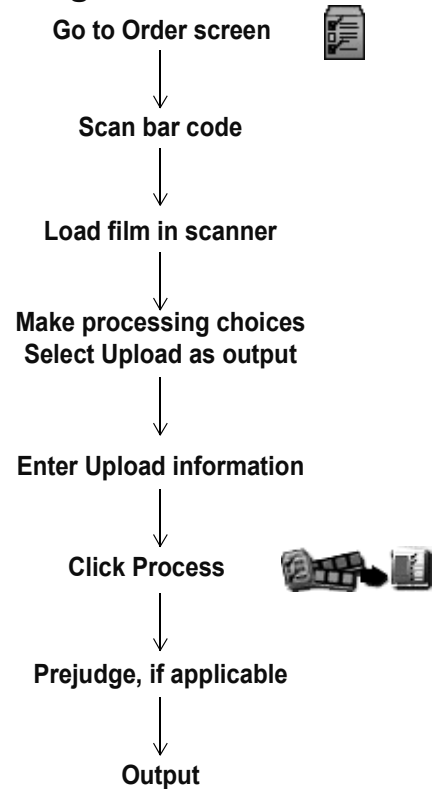
Processing a Makeover from WIP



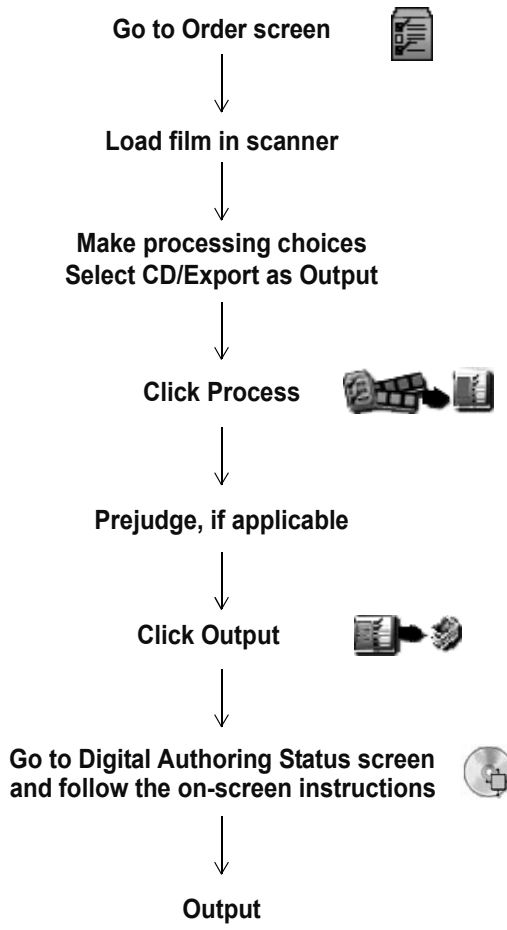
Processing a Network Order
(Manual Release, Prejudge Mode)



Uploading image files



Exporting image files



Authoring CDs

NOTE: The appropriate CD writer must be enabled through the CD Output Key Operator window. The jukebox CD writer is optional hardware.

